**Khoo Leiwen**

**Professional Overview**

I am a professional and qualified security personnel with 10 years of experience on the ground, in a Security Operation Centre and in security systems industries. A diligent and responsible worker, I work well in both static and mobile work modes. It is my desire to secure employment with a well-established and respected organisation in which I could contribute by leveraging on my past experiences and qualifications.

**Work Experience**

**March 2020 – Present  
Service Engineer, Stanley Security Singapore**

**Responsibilities:**

* Installs, configures troubleshoots and maintain products and equipment includes CCTV.
* Identifies, analyses, repair products failures, orders and replaces parts as required.
* Perform systems maintenance services.
* Monitor systems for irregular behaviour and set up preventive measures.
* Attending to any customer request or complain.
* Provide technical response to Access Management System clients.
* Responsible for overall safety performance when executing daily works.
* Supervise direct on-site crew
* Draft and submit reports
* Coordinate internal resources and third parties/vendors for the flawless execution of projects.

**August 2015 – March 2020  
Security Engineer, Secom Singapore**

**Responsibilities:**

* To carry out response to intrusion alarm system activation in our subscriber premises.
* To reseal premises keys into new security bag for subscribers who we had responded earlier due to alarm activation.
* Perform alarm systems maintenance services in subscriber premises
* Commissioning of alarm system
* Attending to any customer request or complain.
* Conduct random patrol to subscriber premises at night.
* Provide technical response to Access Management System subscriber.
* Responsible for overall safety performance when executing daily works/
* Troubleshooting on both Intrusion alarm systems and Access Management system.

**August 2011 – 2015  
Security Officer In-Charge / Security Operations Control, Marina Bay Sands**

**Responsibilities:**

* Mobile and static day and night surveillance operations including CCTV surveillance
* Monitor and maintain the integrity of property boundaries by investigating disturbances and evicting or apprehending trespassers
* Perform safe assist to in-house guests including booms gate inspection of vehicles and personnel
* Perform checks and arrange for maintenance of locks, lights, phones and security equipment
* Assist the training of new security team members and upgrading skills of the existing team
* Liaise with various MBS departments with respect to their security needs, plan and organise the security team to ensure fulfilment of these requests
* Generate standard daily and special occurrence reports to the management of the Security Service department
* Execute emergency action plan by contacting emergency services and/or police and supervision of security team and other personnel in their respective roles
* Wheel champing of illegal parking vehicles

**Achievements:**

* Received certificate of appreciation from management for diligence
* Dealt effectively and professionally with trespassers and perpetrators on numerous occasions
* Conducted several CCTV footage investigations that led to positive results. (Found lost item reported by guest, found monetary missing at front desk counter, found missing person and etc.)

**April 2007 – February 2011**

**Office Attendant, National Heart Centre**

**Responsibilities:**

* Perform daily mailing operations
* Assist in overseeing contracted Security Officers
* Inspect customers and store personnel as deemed necessary
* Monitor the safety and integrity of store property including escorting merchandise from workshop to store
* Assist emergency situations by contacting the police or emergency services
* Ensure safety of customers and store personnel by diffusing volatile situations
* Generate regular reports on activities

**Achievements:**

* Planning of the mailing system in the new National Heart Centre building.
* Prevented threats to staff on several occasions

**Education**

**Professional Diploma in Security Management**

SMA School of Management  
Graduated: 2010

**Other Qualifications**

* Current first aid certificate
* Driver’s licence, class 3
* Level A certificate in Workplace Safety and Health